

U.S. Government Printing Office

Performance Measures September 30, 1996

Operating Performance Measures

Congressional Record Delivery

The Congressional Record is an extremely important tool and product of the legislative process, and is a large part of GPO's mission. To gauge how well GPO is serving Congress by producing the Record timely, GPO has established a deadline of 9 AM the following day, when copy is received in GPO by midnight, regardless of whether the Senate or the House of Representatives is in session.

Our actual on-time delivery rate was 78.6 percent in fiscal year 1996, compared with 96.9 percent in fiscal year 1995. The decline in the indicator resulted from a decision to reduce cost and several other factors. In prior years when copy was delivered extremely late from Congress, GPO would produce a "cut" Record, an issue containing the timely copy, and then produce a second book with the other copy. GPO management and Congressional leadership decided to forego the extra expense of producing a second book. Other factors that contributed to the decline in the on-time delivery percentage were that copy was received after midnight on 21 occasions, and unusually large issues (exceeding 300 printed pages) were produced on 13 occasions.

Overtime Management

GPO makes an ongoing effort to minimize overtime hours. In fiscal year 1996, overtime hours decreased to 238,000 hours from 358,000 hours in fiscal year 1995, or 33.5 percent. The cost of overtime in fiscal year 1996 decreased by \$3.4 million to \$7.5 million from \$10.9 million in fiscal year 1995, or 31.2 percent. We were successful in achieving our goal in fiscal year 1996, actual overtime hours worked were well below the 358,000 overtime hours threshold. Our goal for fiscal year 1997, which takes into account the reduction in staffing over the last year, sets a level of 333,000 overtime hours as our upper limit.

Production Chargeable Hours

Chargeable hours decreased to 955,000 in fiscal year 1996 from 1,179,000 in fiscal year 1995, a decrease of 224,000 hours, or